OFFICE & ADMINISTRATIVE SUPPORT OCCUPATIONS SKILLS TRANSFER REPORT

AUGUST 2025

The economy and workforce are constantly changing and evolving due to changes in technology, how and where work is done, and the needs of consumers. Jobs that were in-demand in the past may not be in-demand today, or in the future. Many workers in those jobs will have to find new avenues of employment. This brief explores some of the *Office and Administrative Support* occupations that are projected to have a large decline in employment from 2022-2032, and how workers in those occupations may transfer their skills to new, in-demand occupations.

TELLERS AND NEW ACCOUNTS CLERKS

Tellers and *New Accounts Clerks* are two administrative support occupations projected to decrease in employment from 2022-2032. *Tellers* are projected to decline 13.4%, or nearly 1,000 jobs, in the 10-year period; while *New Accounts Clerks* is projected to decline by 11.2%, or 261 jobs. Several higher paying, in-demand jobs share similar skills with these occupations, although they may require additional training.

STARTING OCCUPATIONS

Tellers ($36,730*)
New Accounts Clerks ($43,640*)

RELATED JOBS

Credit Counselors ($47,560*)	**HR Assistants ($48,480*)**	**Loan Officers ($79,000*)**

ONLINE JOB POSTINGS JUNE 2024 - MAY 2025 IN MISSOURI

200	**1,260**	**1,240**

SKILLS IN COMMON

Banking, Sales, Customer Service, Confidentiality

ADDITIONAL SKILLS REQUESTED

Loan Servicing, Lending Products, Financial Analysis, Dodd-Frank Act	**Administrative Support, Human Resources Information System (HRIS), Employee Relations, Employee Onboarding, Data Entry**	**Loan Origination, Underwriting, Commercial Lending, Loan Documentation, Mortgage Loans**

REQUESTED EDUCATION/CERTIFICATION

Nationwide Mortgage Licensing System (NMLS)	**Professional in Human Resources, SHRM-CP (Society for Human Resource Management Certified Professional)**	**Nationwide Mortgage Licensing System (NMLS), Bachelor's Degree**

TIME TO TRANSITION

Some-to-considerable additional preparation needed. Some jobs will require a bachelor's degree.	**Little-to-some additional preparation needed**	**Considerable preparation needed. Some jobs will require a bachelor's degree.**

*Average Annual Wage, 2024 Occupational Employment and Wage Statistics

LEGAL SECRETARIES AND EXECUTIVE SECRETARIES AND ADMINISTRATIVE ASSISTANTS

Legal Secretaries are projected to decline by 21.2%, or 621 jobs, between 2022 and 2032 while *Executive Secretaries and Administrative Assistants* are projected to decline by 18.2 percent, or 2,117 jobs. Some similar jobs, such as *Production, Planning, and Expediting Clerks*, are available with little additional training or experience needed. Others, such as *Human Resources Specialists,* require more training but offer higher wages.

STARTING OCCUPATIONS

Legal Secretaries ($50,880*)
Executive Secretaries & Executive Administrative Assistants ($60,310*)

RELATED JOBS

Production, Planning, and Expediting Clerks ($55,690*)	**Paralegals and Legal Assistants ($60,260*)**	**Human Resources Specialists ($70,430*)**

ONLINE JOB POSTINGS JUNE 2024 - MAY 2025 IN MISSOURI

2,360	**1,460**	**4,040**

SKILLS IN COMMON

Administrative Support, Proofreading, Invoicing, Scheduling

ADDITIONAL SKILLS REQUESTED

Project Management, Auditing, Workflow Management	**Legal Research, Medical Records, Legal Discovery**	**Human Resources Information System (HRIS), Applicant Tracking Systems, Employee Relations**

REQUESTED EDUCATION/CERTIFICATION

Project Management Certification	**Paralegal Certification, Certified Legal Assistant**	**Professional in Human Resources Certification, Business Administration Degree**

TIME TO TRANSITION

Little-to-no additional preparation needed	**Some additional preparation needed**	**Considerable preparation needed. Some jobs will require a bachelor's degree.**

*Average Annual Wage, 2024 Occupational Employment and Wage Statistics

Sources: Lightcast™, Bureau of Labor Statistics (BLS) Occupational Employment and Wage Statistics (OEWS), MERIC Long-Term Employment Projections.

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